Lifeline
SOUTH COAST

Annual Report

2025/26

Acknowledgement of Country

Lifeline South Coast acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land and community. We pay our respects to them and their cultures, and to the Elders both past and present.

Acknowledgement of Lived Experience

Lifeline South Coast acknowledges the lived and living experiences of suicide and the profound impacts this has across individuals and our communities.



Legacy
Jasmine Sarin
Developed for Lifeline South Coast by Jasmine Sarin, a proud Kamilaroi and Jerrinja woman from NSW.

This artwork is the collective 'legacy' symbols of Lifeline South Coast staff. Legacy symbols are representative of how we want to be remembered when we leave this world.

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FY26 Impact Summary

31,053
calls answered by Lifeline South Coast

9,174
hours worked by crisis support volunteers

2,860
hours worked by 13YARN crisis support workers

549
Total number of volunteers

83,406
hours worked by Shop and Book Fair volunteers

243,125
books packed for Big Book Fair and Lifeline Shops

383,965
items sold in our Lifeline Shops

421
Lifeline South Coast training participants

13.5k
people who attended a LLSC event

5,033
hours worked by admin & kitchen volunteers

31,192
kg of food re-diverted from landfill

39,466
free meals & refreshments provided

5m
views on social media

56k
interactions with our page

55k
visits to our website

Message from the **Chair**

It has been an honour to chair the Board again throughout 2025/26. Supporting, guiding and working alongside the wonderful teams at Lifeline South Coast is a great privilege. I particularly acknowledge my fellow Board Directors who take responsibility for overseeing the financial and governance decisions required.

I also gratefully acknowledge the ongoing work of our CEO and Management Team, who are creative and positive, and support our volunteers and help-seekers offering hope and skilled guidance. This team is dedicated to operationalizing our Strategic Plan and keeping Lifeline South Coast financially safe and growing.

Supporting those seeking help in their darkest hours and working towards a community which is suicide safe is only possible due to the dedication, effort and commitment of all our volunteers and staff. Lifeline South Coast continues to focus on growing our services and creating opportunities to ensure the sustainability of our programs.

It was particularly exciting to watch the development and opening of the Connect Hubs this year. This service provides face-to-face support and referral within our community, and we thank our partners who provide safe spaces where this can be conducted.

The opening of the new shop in Kiama, alongside the consistent service delivery in crisis support, retail and the community kitchen, demonstrate an ongoing commitment to living our values and support a focus on equity and access in service provision.

The past year has challenged our community in ways which create stress, loneliness, homelessness and financial struggles. These challenges, alongside unrest across the world and an increase in fear-based discrimination and isolation, have created an environment where more people feel they are alone and without hope. Lifeline remains strong and present throughout this, always offering a non-judgemental, compassionate and accepting ear.

We remain very proud of this and thank all our Lifeline team and our partners for their commitment to Lifeline South Coast.

Kind regards,

Rhonda O'Donnell

Rhonda O'Donnell
Lifeline South Coast Chair



Message from the **CEO**

This year has been one of growth, innovation and impact as we continued to respond to the needs of our communities while remaining firmly focused on our mission to empower and support communities to be suicide safe through connection, compassion and hope. Building on the strong foundations established in previous years, we have continued to expand our reach and create new opportunities for connection, support and early intervention.

Among our most significant achievements this year was the opening of our Connect Hubs. These welcoming community spaces are designed to foster early intervention and represent an important step forward in our commitment to providing accessible, community-based support.

The positive response from community members, volunteers and partners has reinforced the importance of creating safe, inclusive environments where people feel connected and supported.

We also celebrated the opening of our new Kiama Shop. More than a retail outlet, the Kiama Shop provides opportunities for volunteering, social connection and community engagement while generating sustainable income that helps fund our frontline services. The continued success of our retail operations reflects the extraordinary support of our communities who donate, volunteer and shop with purpose.

Lifeline South Coast remains in a strong financial position, providing confidence that we can continue investing in our people, services and community impact. Sound financial stewardship, combined with the ongoing success of our social enterprises and the generosity of our supporters, ensures we are well placed to respond to growing demand while pursuing strategic opportunities for future growth

While we are proud of what we have achieved, our focus remains on the people and communities we serve. Every service delivered, every volunteer hour contributed, every donation received and every conversation held is a reminder of why our work matters. As demand for mental health and suicide prevention support continues to grow, so too does our determination to ensure that no one faces their toughest moments alone.

Throughout the year, our work has continued to be guided by our values of Learning, Integrity, Volunteerism and Equity. These values shape how we support one another, how we engage with our communities and how we make decisions for the future. They remain the foundation of our culture and the driving force behind our commitment to continuous improvement and innovation.

None of the achievements of the past year would have been possible without the dedication of our volunteers, staff, Board Directors, donors, partners and supporters. Your commitment, compassion and belief in our mission enable us to make a meaningful difference every day.

As we look ahead, we remain optimistic about the future. We will continue strengthening our services, creating spaces for connection, and building communities where people feel supported, valued and safe. Together, we are working towards a future where every person has access to hope and support when they need it most.

Kind regards,

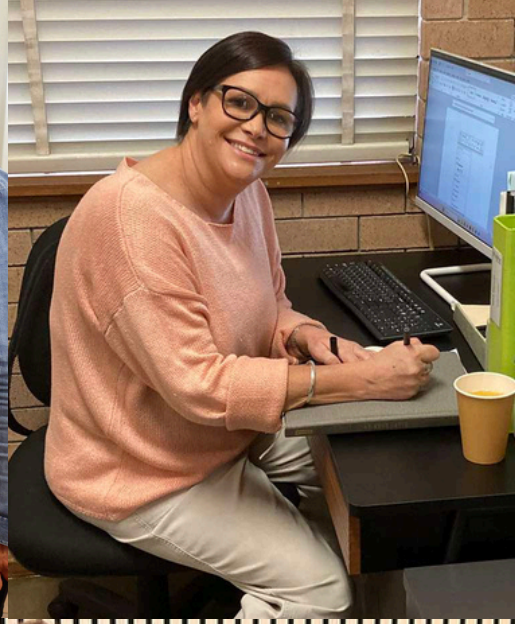
Renee Green

Renee Green
Chief Executive Officer




life is
Better in
an
"OP"
SHOP!








Certificate


BOOK FAIR
VOLUNTEER
imbi


VOLUNTEER



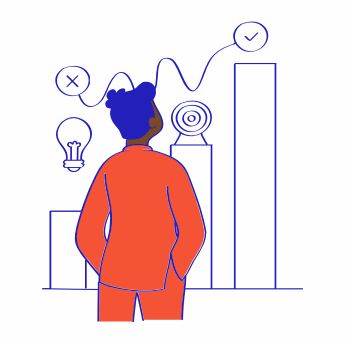



VOLUNTEER

Treasurer's Report

I am pleased to report that Lifeline South Coast's audited financial results for the year ended 30 June 2026 reflect another strong and stable year, underpinned by the outstanding efforts of our staff and volunteers.

Total revenue grew to $4.19 million (up from $3.64 million in FY2025), and the organisation recorded a surplus of $189,471 for the year. Our healthy cash position demonstrates sound financial management from our revenue generating activities alongside the continued generosity of our donors and the community we serve.



I want to sincerely thank our team and volunteers for their tireless hard work and dedication throughout the year. Their commitment is reflected in these positive results and in the support we continue to provide across our community.

I believe Lifeline South Coast offers one of the strongest opportunities for donated time and money to be returned directly to the community in a meaningful and effective way.

This solid financial foundation gives us confidence to plan ahead and positions Lifeline South Coast to further expand and strengthen the support we provide in the years to come.

Michael Johnson

Michael Johnson
Treasurer

HLB MANN JUDD
ADVISORY AND ACCOUNTING

10 SEPTEMBER 2026

TO WHOM IT MAY CONCERN,

The following snapshot of financial information has been produced from the audited financial statements of Lifeline South Coast (NSW) of which I signed an unqualified audit report on 1 September 2026. A copy of the full financial report is available on request.

Yours faithfully

Ben Fock
Registered Company Auditor

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2026

	2026 $	2025 $
Revenue	3,909,646	3,532,303
Other Income	283,418	105,854
Cost of Goods Sold	(75,167)	(57,347)
Motor vehicle expenses	(38,441)	(43,774)
Employee benefit expense	(2,416,846)	(2,128,263)
Depreciation & amortisation expense	(598,187)	(592,711)
Advertising & promotion expense	(75,568)	(59,374)
Insurance expense	(73,011)	(75,027)
Training expense	(50,532)	(65,517)
Volunteer expenses	(35,784)	(36,300)
Repairs & maintenance expense	(30,838)	(29,870)
Telephone & internet expense	(28,534)	(44,781)
Other expenses	(580,685)	(280,995)
Surplus/(deficit) for the year	189,471	224,198

Lifeline South Coast prepares general purpose financial reports in line with Australian Accounting Standards. A full copy of the reports are available on request.

Statement of Financial Position

For the year ended 30 June 2026

ASSETS	2026 $	2025 $
Current Assets		
Cash and cash equivalents	898,507	637,194
Trade and other receivable	65,178	69,351
Financial assets	1,250,000	1,000,000
Other assets	73,157	56,117
Total Current Assets	**2,286,842**	**1,762,662**
Non-Current Assets		
Other Assets	109,499	89,183
Financial Assets	800,000	800,000
Property, plant and equipment	3,775,680	3,729,801
Right-of-use Assets	2,426,312	1,935,183
Trade and other receivables	9,039	-
Total Non-Current Assets	**7,120,530**	**6,554,167**
Total Assets	**9,407,372**	**8,316,829**

LIABILITIES	2026 $	2025 $
Current Liabilities		
Trade and other payables	160,926	100,142
Other liabilities	609,691	317,393
Lease liabilities	397,186	470,655
Total Current Liabilities	**1,167,803**	**888,190**
Non-Current Liabilities		
Lease liabilities	2,178,126	1,574,717
Provisions	62,825	44,775
Total Non-Current Liabilities	**2,240,951**	**1,619,492**
Total Liabilities	**3,408,754**	**2,507,682**
Net Assets	**5,998,618**	**5,809,147**
EQUITY		
Asset Revaluation Reserve	3,686,866	3,686,866
Retained Surplus	2,311,752	2,122,281
Total Equity	**5,998,618**	**5,809,147**

Thank you to our major supporters

NSW Health

NSW GOVERNMENT Health
Illawarra Shoalhaven
Local Health District

NSW GambleAware

The Shellharbour Club

Proudly Supported by
imb bank
Community Foundation

wests illawarra

BLUESCOPE
WIN NETWORK
community PARTNERS

SOUTHERN.IML PATHOLOGY

COLLEGIANS
Rugby League Football Club

We couldn't have done it without your generous *support.*

Thank you

to all our donors and volunteers.

We extend a special thank you to our generous donors and members of the public who have donated time, money and resources to Lifeline South Coast. Without community support, Lifeline South Coast could not continue to provide vital crisis support services to the people of the Illawarra and South Coast.

We are truly grateful.



We're here for you

If you or someone you care for needs support or is thinking about suicide, please contact Lifeline.

13 11 14
24 hours • 7 days

13 92 76
For mob, call 13YARN

Lifeline South Coast (NSW) Wollongong Mission (ABN 16 968 890 469) was established in March 1969 as an unincorporated institution of the Uniting Church in NSW. It holds accreditation from Lifeline Australia Inc. and through that body is affiliated with Lifeline International. The Lifeline South Coast (NSW) Board is appointed by the Uniting Church in Australia, Illawarra Presbytery Standing Committee. Lifeline South Coast (NSW) is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC) and is endorsed as a Deductible Gift Recipient. Lifeline South Coast (NSW) is a Public Benevolent Institution (PBI) and endorsed to access the following tax concessions; Income Tax Exemption, GST concession, and FBT rebates.

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Lifeline
SOUTH COAST